HELP DESK INFORMATION & GUIDANCE

HELP DESK OBJECTIVES

The primary functions of the Help Desk are:

• To provide a single point of contact for our customers.
• To ensure all jobs are recorded on a consistent basis.
• To ensure all relevant information is collected on each job.

CONTACTING THE HELP DESK

Telephone

Internal Number Extension: 7000

External Number: 0118–378-7000

Operation Times: 8:00am – 4:30pm

Outside these hours an answer-phone service will operate.

Please note that the Help Desk number should be used to raise new jobs only, for enquires about jobs that have already been logged, please contact the section manager named in the confirmation e-mail generated by the Help Desk.

Web

FMD Web portal (Authorised users only, you will require a valid password to access this facility)

http://www.fmd.rdg.ac.uk/For_University_staff/Portals/login.asp?deptKey=FMDX

Emergencies

During working hours emergencies should be reported by telephone via:

Help Desk – Extension 7000

Outside normal working hours emergencies should be reported to:

Security Office - Extension 7799.

LOGGING A JOB ON THE HELP DESK

Help Desk staff will need the following information from customers to log a job request :

Department Name
Please provide the name of your :
Directorate / Faculty / School / Department or Hall of Residence.

Loggers Name
The name of the person requesting the work is recorded, if the work involved is deemed rechargeable (all costs to be incurred by Department requesting the works eg: Customer Funded) then the person requesting the work must be authorised to do so by the budget holder within their Department. This system provides a budget control mechanism for customers by preventing un-authorised expenditure.

If you wish to add a member of staff to the list of authorised loggers for your department, this can be done by requesting your Head of Department e-mail authorisation to the Business Systems Manager (e-mail address shown below).

If you wish to review the names of authorised loggers for your Department please call the Business Systems Manager :

Ext 7299 or e-mail your request to k.p.doyle@reading.ac.uk.

Emergency job requests can be passed to the Help Desk by anyone.

Building Number
Building number where the work is to be carried out.

Location Details
Floor and room number. This information is important as it helps to reduce the time spent by FMD staff trying to locate a job.

Description of the Work
Please try to be as specific as possible when describing the fault or the work you require completed.

Safety Details
This information is optional, but if the work involves a chemical, biological or physical hazard, that may not be apparent to the person carrying out the works.
Please let the Help Desk know of any known hazards when you report the job request.

Access/Contact Details
If the location of the fault is within an area that is normally kept locked, please let the Help Desk know when the job is reported.
If access has to be obtained by contacting a particular member of staff, this information should be given to the Help Desk, together with a contact phone number.

Estimate/Quote Required
If a cost estimate is required before any work is carried out please make this clear to the Help Desk. No work other than that required to create the estimate will be started without prior approval from the customer.

Project Number
A project number is required only if the work is to be funded by the customer. If the work constitutes 'maintenance' of an academic building the Help Desk system will allocate a Project Number.

HELP DESK e-mails

When a job request has been logged on the Help Desk, the Budget Holder will receive an e-mail confirming that the job has been raised. The e-mail will give details of the work requested, together with the contact details of the FMD Directorate Departmental Manager dealing with the work.

The customer is able to designate which member of staff receives this e-mail (Budget Holder), If you wish to review or change the recipient of these e-mails please contact :

Business Systems Manager Ext 7299 or e-mail your request to k.p.doyle@reading.ac.uk..

SERVICE LEVEL AGREEMENTS & PRIORITISATION OF MAINTENANCE JOBS

The Facilities Management Directorate deals with around 30,000 maintenance jobs each year. In order to help us manage our workload effectively the Help Desk system operates a prioritisation system for reactive maintenance jobs.

Each call is placed into one of three categories, which dictate the urgency with which we will respond and resolve any problem.

Details of the latest Maintenance Service Level Agreements are available at the following location:

http://www.fmd.reading.ac.uk/BusinessServices

Maintenance Services undertakes routine monitoring of it teams and individual staff performance against these Service Levels. Should you require any additional information on the priority category attached to the particular job you are reporting and the target response and resolve times we are aiming to achieve please contact the Help Desk.

JOB COST ANALYSIS

The Business Services team uploads job costs on a monthly basis into the University Finance system (Agresso). The 'category 4' field on Agresso is used to denote the WREN job number. This allows customers to run enquires on Agresso to identify the cost of particular jobs.

Customers who do not have access to the live Agresso system are able to get job cost information via

Web: FMD Portal (Password required)
http://www.fmd.rdg.ac.uk/For_University_staff/Portals/login.asp?deptKey=FMDX

e-mail: fm-help@reading.ac.uk